

RE: Cannot Change Administrator Password

Source:

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- *From:* JayEmm <JayEmm@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 29 Aug 2006 13:01:02 -0700
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Chace,
Thanks for your reply.

When I selected Reset Password after pressing CTRL+ALT+DEL, it worked! The password did change. I'm still curious why it did not change when I tried it from AD Users and Computers. Incidentally, I noticed that when I changed it in ADU&C, the response was that the Administrator's password template was changed. Of course, as I indicated originally, the actual password did not change. When I did it from the CTRL+ALT+DEL window, the response was that the password was changed.

I always logged on as the administrator to change the password. We could always change domain users' passwords from ADU&C. And the antivirus program was not an issue.

Thanks again for finding a solution for us. If you have any more insight on why the password change did not take effect from ADU&C, I would appreciate that information.

Thanks again,
John

"chace zhang" wrote:

Hi,

Thank you for posting here.

It is really weird, in order to get a clear picture on this issue, please let me know the following question.

Do you logon as Domain administrator to change password?

I understand you use AD Users & Computers (dsa.msc) or the Users list in the SBS Console, right-click Administrator and choose Reset Password. If you do CTRL+ALT+DEL on the server while logged in as Administrator and choose Change Password. What is the result?

RE: Cannot Change Administrator Password

Do you install any antivirus software on SBS Server? Please temporary uninstall it and try again.

Can you reset a domain user's account? Please do the testing and let me know the result.

Hope this helps, I will be here waiting for your update.

Have a nice day!

Best Regards,

Chace Zhang (MSFT)

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